

Business Management and Administrative Services (BMAS) Program

COE Course/Internship– Outline

This course is a 36-week (year long) course, but the class is only 45 minutes every day with a block schedule.

First Semester

Unit 1 – State Competencies - 3.0 Participate in Work-Based Learning Experiences

2.0 Prepare for Employment

13.0 Discuss Legal Concepts that Apply to Business

**15.0 Determine Personal Responsibility and Accountability
Activities Consistent with Established Organizational Goals**

Weeks 1, 2 and 3 – Employment Procedures

- a. Review and complete forms:
 - i. Training agreement
 - ii. BMAS contract
 - iii. Wage and hour sheet
 - iv. Prior absence form
- b. Develop a personal resume
- c. Create letter of application
- d. Complete application
- e. Mock Interview
- f. Resignation letter
- g. Demonstrate safe and healthy work behaviors
 - i. Sexual harassment – guest speaker - Department of Labor
 - ii. Drug testing
 - iii. Discrimination and international etiquette
- h. Demonstrate positive work behaviors
 - i. Co-workers
 - ii. Supervisors
 - iii. Clients
- i. Professional etiquette – guest speaker – Scottsdale Culinary Art Institute
 - i. Dress
 - ii. Social gatherings
 - iii. Arriving on time
 - iv. Meeting deadlines
 - v. Planning and organizing work
 - vi. Monitoring and adjusting performance

Suggestion: Getting a
Job Simulation Packet
by South-Western
Publishing Co.

Workshop – Mini-Camp

- a. Legal issues
- b. Sexual harassment
- c. Professional etiquette
- d. Labor laws
- e. Team building

**Unit 2 – State Competencies – 5.0 Demonstrate Written Communication Skills
6.0 Evaluate the Role of Small Business in the Economy
10.0 Explain Business Functions within an Organization
12.0 Discuss Principles of Economic Systems
22.0 Use Computerized Information Systems and Technology**

Weeks 4, 5, 6, 7, 8, & 9 – Business Communications

- a. Writing business communication
 - i. Formatting unit
 - ii. Business/Personal letters
 - iii. Memo - Templates
 - iv. Reports – Unbound, using MLA or APA
 - v. Itineraries
 - vi. Agendas
- b. Utilize multiple technologies for written and presentation communications
 - i. Microsoft Publisher - Create brochures and flyers
 - ii. Microsoft PowerPoint

Unit 3 – State Competency - 17.0 Demonstrate Administrative and Communication Functions

Weeks 10 and 11 – Databases

- a. Tables
- b. Forms
- c. Reports
- d. Queries

Unit 4 - State Competency – 4.0 Demonstrate Oral Communications

Weeks 12 & 13 – Oral Communications

- a. Use questioning techniques (Role Playing)
- b. Interpret verbal and non-verbal communications of audience (Body Language)
- c. Demonstrate effective telephone techniques
 - i. Phone simulation using Eduphone system
 - ii. Taking phone messages
 - iii. Create fax cover letters
 - iv. Faxing to businesses

Unit 5 – State Competency – 20.0 Use Accounting Information to Make Business Decisions

Weeks 13, 14 & 15 – Financial Records

- a. 10-Key calculators
- b. Spreadsheets
 - i. Wage and hour sheet
 - ii. Checkbook register
 - iii. Creating and managing payroll records
 - I. Payroll simulation (Cooperative Office Education)
- c. Interpret data on financial statements (income statement, balance sheet, cash flow statement, net worth statement)
- d. Prepare comparative (actual vs. budgeted) income statements
- e. Prepare cost and revenue analysis

- f. Interpret sales forecasts
- g. Forecast financial growth based upon an organization's future

**Unit 6 – State Competencies – 8.0 Evaluate Leadership Styles Appropriate for Workplace
16.0 Demonstrate General Management Practices
18.0 Demonstrate Human Resource Management Functions**

Week 16 (only one day) Video: Mummies, Monsters and Martians

- a. Evaluate leadership styles appropriate for the workplace
- b. Determine personal characteristics of effective leaders
- c. Compare/contrast leadership and management styles
- d. Compare and contrast vertical and horizontal management structures in organizations

Unit 7 – State Competency – 19.0 Perform General Office Management Functions

Week 16 (4 days)– Maintain file systems

- a. Quick filing practice – Electronic Rules 1 – 8 on diskette

Unit 8 – State Competency – 17.0 Demonstrate Administrative and Communication Functions

Weeks 17 & 18 – Transcription

- a. Allied Technology Corporations

Unit 9 – State Competency – 1.0 Develop an Individual Career Plan (Midterm)

Ongoing Tasks - Develop an individual career plan

- a. Research career options
 - b. Research using library and Internet access, using the following link:
<http://warrensburg.k12.mo.us/webquest/careers/index.htm>
 - c. Develop career goals
 - d. Manage career goals
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Second Semester

Unit 10 – State Competencies – 1.0 – 22.0

Weeks 19 - 30 - Allied Technology Corporation Simulation
(Comprehensive Competency Enrichment Activity)

**Unit 11 - State Competencies - 9.0 Participate in Leadership Activities such as those Supported
by Career and Technical Student Organizations
16.0 Demonstrate General Management Practices
18.0 Demonstrate Human Resource Management Functions**

Weeks 31 - 33 – Employer Appreciation and Club Activities

- a. Banquet
- b. Bagel sales
- c. Appreciation gifts
- d. Club management

Unit 12 (Final Exam) - State Competency - 14.0 Demonstrate Marketing Concepts

Weeks 34 - 36 - Student Portfolio

The portfolio is a collection of student work that should be added to throughout life, education, and work. It is to establish a benchmark for keeping and maintaining personal information in an organized, neat manner. This portfolio is a representative sample of student work and each student should be able to present it to potential employers with pride.